



State Coordinating Council
for Community Transportation
SCC Meeting November 7, 2013

GSIL, Chennel Drive, Concord, NH

In attendance:

Members:

1. Phyllis Brooks, GSIL
2. Van Chesnut, AT
3. Kerrie Diers, NRPC
4. Rad Nichols, COAST
5. Fred Roberge, ESNE
6. Patrick Herlihy, NHDOT
7. Bill Finn, NHDOE
8. Beverly Raymond TCCAP/NCT
9. Roberta Berner, GCSCC

Members Excused:

10. Kelly Clark, AARP-NH
11. Charles Saia, GDC
12. Christine Schon, DHMC
13. Mary Ann Cooney, DHHS

Alternates & Guests:

1. Shelley Winters, DOT
2. Matt Waitkins, NRPC
3. Mike Whitten, MTA
4. Patricia Crocker, UVLSRPC
5. Terri Paige, Coordinator for
Central
6. Rebecca Harris, TNH
7. Adam Hlasny, SNHPC
8. Patsy Kendall, TC
9. Teirrah Hussey, TC
10. Barbara Brill, CAHS
11. Pam Joslin, CAHS
Transportation

Item 1: Chair Welcome and Introductions

Fred Roberge called the meeting to order at 1:30 PM and proceeded with introductions.

Item 2: Approval of the Minutes of October 3, 2013: Patrick Herlihy moved and Roberta Berner seconded a motion to approve the minutes. Rebecca Harris proposed a minor amendment that substituted her name with "the committee" in the reference to the Communications Committee Report on page 5. The motion was moved as amended by Herlihy and seconded by Berner. Vote: Unanimous.

Item 3: Subcommittee Reports

Coordination Software Implementation

Patrick Herlihy presented a status report on the software project. The Implementation Oversight Committee will be meeting soon after final documents are signed. Sarah Porter HBSS staff member has left the company and a new staff member will be assuming her responsibilities. Rad Nichols reported that COAST had completed documents in response to the EFH questions about the software project relative to their matching grant. He will share a copy of that with the Council.

Managed Care

Fred Roberge reported that he Phyllis Brooks, and Bev Raymond had participated in a training that one of the brokers had held in Manchester. Their observations based on those present that there did not seem to be a sufficient group of participants to amount to a statewide network. There were many questions that providers still had not received answers to in order to begin working with this broker. All expressed concern that about a start date in early December. Roberge observed that dealing with the Medicaid Managed Care transportation program brokers is going to be very cumbersome on the administrative side, and the credentialing process is not yet complete. For many organizations to participate in the network there will be additional training requirements such as Basic First Aid and CPR. Both of the brokers have their own platform for training and credentialing requirements further complicating the process for those that want to join the network. Each participating provider needs to look at their service base to decide whether it makes economic sense to take these broker trips. Rad Nichols reported that COAST had been contacted by one of the brokers to begin selling bulk tickets to Medicaid providers.

Communications Committee

Rebecca Harris reported on the latest work of the subcommittee presenting the latest “elevator pitch” printed on the last page of her handout. She asked for feedback on their strategy.

Kerrie Diers suggested that this section include some directions on how to

contact your legislator and/or website locations to gather additional resources would be helpful. It was suggest that the document might direct them to the RCCs and SCC for information Phyllis Brooks suggested that a phone number be included in addition to website links since probably half those who are concerned about transportation access also do not have computer access. Diers volunteered to work on that from the RPC side to see if they could be identified and will to be a resource for information such as the local legislators.

Diers noted that in the final summary meeting she attended it was reported that in all 25 GACIT hearings community transportation was a prominent topic at every one. She felt that TNH had been very effective in helping to convey that message. Fred Roberge also noted some others groups had also made excellent presentations on the community transportation needs and that there was some moving testimony at those hearings.

Bill Finn suggested that the “pitch” also include a call to spread the word and suggest how individuals and groups can also help. Harris said TNH was looking into using "telephone town hall meetings" as one way to involve local people in transit advocacy.

Item 4: Report from TNH - Rebecca Harris talked about the "theory of change" process that her group is planning. They will hold meetings in January to work on this process. TNH hopes they will have a survey to have a ‘Panel of Experts’ to help suggest ways to work on changing the NH transportation landscape.

Item 5: Annual Report Update - Matt Waitkins reported that Pat Crocker had sent out a request for reports from the RCC Liaison. The request also included a request for the Chairs info to Rebecca at TNH. Only 5 had responded. A second request will be sent to: Region 3 - Mid State; Region 8 -Manchester; Region 9 - Derry Salem Region 10 is SE and ACT. In addition to the RCC updates Matt sent out a request to all the active SCC Subcommittees to report on their activities.

The final section of the Report will be challenges and recommendations. These need to be updated and with the accomplishments are for the year for the SCC.

Accomplishments including but not limited to the following:

- TNH NHTA and SCC meeting in June and the report around that summarized.
- Communications and Improved Messaging
- Software Acquisitions
- 5310 success to promote and empower the local RCCs to develop programs and make decisions. Program success with level funding volunteer programs and others. DOT July 1 to June 30, 2013 SFY figures can be pulled together by Winters/Staff.

Challenges should include:

Managed Care transportation program and the ongoing lack of clarity of BEAS funding should be included. Crocker will draft a summary on the challenges of managed care and share this for editing with the Committee. It will include notes on the various meetings with managed care brokers and consider how it will work for transit and note the ongoing lack of DHHS participation.

Roberge will draft a piece on restructuring that will replace the section referring to RTC formation and RCC technical assistance.

Reference to a new GAO report is suggested as a good introduction to the annual report highlighting the problem of coordination and the challenges continue around the country as well as in NH. The report should line up state information with national and a section on the silver tsunami / demographic projections should be included. Roberge suggested highlighting the issues yet retaining the strong points in the previous report. He hopes that the report will be a sort of State of the Union for NH and like the national report endeavor to set up mechanisms to have agencies take account of the status.

Rad Nichols will forward some recent NTD information to Matt for inclusion. Roberta Berner expressed thanks to the planning commissions as they have played an integral role in the coordination activities and the SCC.

Item 6: Continued discussion of State Coordination Plan

Kerrie Diers talked about how to dissect the plan through a facilitated session with TNH, NHTA and SCC participants. She proposed a process of breaking into smaller groups like the leadership team and communications to go through questions that

Maryann Cooney suggested as stated in the October minutes. Pat and Kerrie plan an inquiry on structures of each RCC and how they operate as part of the work on revisions to the State Plan.

A set of questions based on that outline will go out to regions next week. The feedback from regions will be presented to the small groups to tackle the issues and comeback to report out. A new plan coordination plan will be drafted using the output from these multiple sources.

Bill Finn has put a hold on the conference room in the Walker Building. This is a large room but limited in terms of breakout. He will look at options for break out.

Van Chesnut suggested that the new product really be organized as a plan with goals and objectives. One meeting and perhaps two of the small group with at least one before the next SCC meeting will be held to prepare. The participants will include Roberge, Chesnut, Cooney, Finn, Crocker, Harris, Diers and Waitkins. Waitkins will coordinate a meeting date to take place in the next couple of weeks.

Item 7: Public Comments / Announcements

Winters reported that the deadline for the 5310 application was November 15 and the RCC letters of recommendation would be required with that.

Item 8: Next Agenda Items

Transitioning into an environment where the funding is constrained and Dianne Smith of COAST will join the SCC for a report on their RCC's strategic plan. The remainder of the items will be those that are on the standard agenda.

Chesnut moved and Herlihy seconded a motion to adjourn at 3:15 PM.

Next Meeting:

Thursday, December 5, 2013 at GSIL, Concord, NH

Minutes approved at the meeting on December 5, 2013

